

**MUMBLES YACHT CLUB  
JOB DESCRIPTION  
CLUB MANAGER**

<b>Post title</b>	Club Manager
<b>Line Manager</b>	Landside Manager
<b>Normal working hours on a shift basis</b>	<p>Monday - 2.45 pm - 9.15pm            Tuesday - CLOSED            Wednesday and Thursday - 2.45 pm - 9.15pm            Friday 2.45 pm - 10.15pm            Saturday 11.45am – 10.15pm            Sunday 11.45am – 7.15pm            Average 40 hours per week, see contract for details of shift patterns and flexi time arrangements.            The post holder would be expected to work as a general rule on the Friday and / or Saturday evening and also manage their shifts so that they were working for any events and functions.            The shift hours shown are based on opening hours; shifts may be longer on occasions for example for events and functions.</p>

**SUMMARY OF ROLE**

<b>REPORTING TO:</b>	Landside Manager
<b>PURPOSE OF THE POST:</b>	<p>To fulfil the Designated Premises Supervisor role.</p> <p>To manage and deliver the Club's bar, galley and accommodation to provide and maintain suitable facilities and services for the use and benefit of members and guests.</p> <p>This will involve staffing the bar and catering and arranging appropriate additional staffing where necessary to cover other shifts or where additional staff are required.</p> <p>To support the Club's objectives being the encouragement of yacht racing, dinghy sailing, windsurfing, rowing, motor cruising, racing and any other associated activities that may be added in the future.</p> <p>The person in this position must thrive in a dynamic, and varied environment, maintaining a courteous demeanour with customers, as well as effectively make use of quiet times.</p> <p>Strong leadership and personnel management skills should be accompanied by a customer service focus and commitment to the Club's values and image.</p>

	<p>The Club manager pays close attention to all operational details to ensure the comfort, safety and enjoyment of members and guests and job satisfaction of staff, as well as the financial success of the Club.</p>
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<p><b>THE POST HOLDER IS RESPONSIBLE FOR THE FOLLOWING:</b></p>	<ol style="list-style-type: none"> <li>1. Fulfilling the role of the Designated Premises Supervisor.</li> <li>2. Maintain the condition of all stock and carry out / ensure the correct preparation / service of beverages and food to ensure the quality of product served.</li> <li>3. Provide menus and foods suitable for various occasions in the Club calendar, involving breakfast pre-sailing, post-sailing meals and snacks, Sunday lunch time meals, outside bookings, Club dinners such as presentation evenings, buffets, etc.</li> <li>4. Ensure that stock is replenished, and barrels are changed promptly as appropriate to ensure that the bar and galley are appropriately stocked at all times and ready for service.</li> <li>5. Monitor stock of beverages, gas supplies, food, cleaning products and other related consumables to ensure adequate stock is maintained and to prevent unnecessary wastage.</li> <li>6. Make recommendations to Landside Committee with regard to supplier options and products to ensure that best value is obtained for all purchases, and to support the growth of the Club's business.</li> <li>7. Undertake ordering, receipt of deliveries as required.</li> <li>8. Prepare weekly schedules for self and casual bar and galley staff to adequately cover all shifts. Provide for coverage in case of employee absence and adjust staffing as necessary to meet business demands.</li> <li>9. Ensure the cleanliness of staff, Club, bar and galley, paying special attention to possible health hazards and hygiene requirements. Ensure the fabric of the club is maintained in good repair and report any issues to the Landside Committee.</li> <li>10. Ensure that the bar, galley and service areas (including the roof terrace) are kept clean and tidy at all times, with glasses and dishes cleared, tables cleaned, and bins emptied. Ensure that all equipment, fittings and fixtures are maintained in good safe working order and report any issues to the Landside Committee.</li> <li>11. Ensure that the cellar is maintained in a clean and tidy condition and that the cleaning of lines is undertaken in accordance with industry guidelines. Ensure that the cellar equipment and systems are maintained in good order</li> <li>12. Make recommendations for changes to the contracted cleaning schedule (if required due to functions and events) and in good time.</li> <li>13. Undertake the daily, weekly and monthly bar and galley hygiene checks and activities ensuring that any remedial action required is undertaken promptly. (Daily tasks to be delegated to casual bar and galley staff as appropriate).</li> <li>14. Working with the Membership Secretary manage the Club diary on a day to day basis.</li> </ol>
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	<ol style="list-style-type: none"> <li>15. Comply with the Landside risk assessments making recommendations for revisions if appropriate.</li> <li>16. Manage the till on a day to day basis, adding new products, member cards as required.</li> <li>17. Undertake / ensure that daily cashing up is undertaken, and that bar and galley accounting sheets are accurately maintained and up to date.</li> <li>18. Provide the Honorary Treasurer and/or their Assistant with the previous weeks bar and galley accounting sheets, till reports and copy invoices each Monday.</li> <li>19. Undertake banking weekly on a Monday ensuring that only the agreed level of float is retained in the till.</li> <li>20. Act as a first point of contact for all member and guest enquiries in relation to all the Club's activities both landside and waterside.</li> <li>21. Receive and receipt payments for non-bar and galley activities including membership and waterside.</li> <li>22. Deal with customer complaints promptly and according to the Club's Complaints Policy.</li> <li>23. Ensure that only members and guests are admitted to the premises in accordance with the Club's rules.</li> <li>24. Recruit, induct, train and continue to motivate all casual staff employed.</li> <li>25. Maintain invoices, delivery and wastage records in preparation for quarterly stock take.</li> <li>26. Adhere to budgets, striving to increase profits and managing cashflow.</li> <li>27. Any other duties commensurate with the post.</li> </ol>
<p><b>JOB WORKING CIRCUMSTANCES</b></p> <p>The post holder will be expected to:</p>	<ol style="list-style-type: none"> <li>1. Undertake any training courses when necessary.</li> <li>2. To undertake the personal Health and Safety responsibilities within Health and Safety at Work Act 1974 and to be responsible for your colleagues, health, safety and welfare.</li> <li>3. To ensure compliance with the Data Protection Act 2018.</li> <li>4. To ensure that all activities are operated in accordance with Equal Opportunities legislation, and the Club's Equal Opportunities Policy.</li> </ol>

**MUMBLES YACHT CLUB  
PERSON SPECIFICATION  
CLUB MANAGER**

<b>EDUCATION, QUALIFICATIONS &amp; TRAINING</b>	
<b>Essential</b>	To hold or obtain a Personal Licence (at the Club's expense). If you do not have this qualification then you will be expected to undertake the course within 7 working days of the commencement of employment, and completion of probation is dependent on obtaining the qualification and being successfully appointed as Designated Premises Supervisor.  Food Hygiene Level 2
<b>Desirable</b>	
<b>Evidence</b>	Certificate
<b>SKILLS/TECHNICAL / PROFESSIONAL COMPETENCE</b>	
<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Working knowledge of alcoholic and non-alcoholic beverages and food preparation and service.</li> <li>2. Knowledge of regulations related to alcohol and food preparation and service and health and safety requirements.</li> <li>3. Competency in resource management and stock control.</li> <li>4. Knowledge of basic accounting principles, personnel management and marketing.</li> <li>5. Ability to make sound decisions, and a good problem solver, but including when to escalate an issue.</li> <li>6. Controlling business and managing profit margins, to ensure growth.</li> <li>7. Up to date knowledge of the Club's activities and diary – all available on the Club's website.</li> </ol>
<b>Desirable</b>	
<b>EXPERIENCE</b>	
<b>Essential</b>	1. Previous experience in a similar environment.
<b>Desirable</b>	2. Previous experience in a managerial role in a similar environment.
<b>COMPETENCIES &amp; ABILITIES</b>	
<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Effective communicator written and verbal with excellent 'people' skills.</li> <li>2. Good IT skills.</li> <li>3. Basic mathematical skills.</li> <li>4. A high degree of flexibility.</li> <li>5. Effective time management skills.</li> <li>6. The ability to coach and enable team performance to achieve objectives.</li> </ol>
<b>Desirable</b>	Clean Driving Licence

<b>SAFEGUARDING:</b>	The Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
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<b>DISCLOSURE &amp; BARRING SERVICE (DBS):</b>	<b>THIS POST REQUIRES THE POSTHOLDER TO HAVE THE LEVEL OF DBS DISCLOSURE AS INDICATED BELOW:</b>		
	<b>Standard DBS Disclosure Application</b>	<b>Enhanced DBS Disclosure Application</b>	<b>No DBS Disclosure Application</b>
	√ Basic DBS for DPS		

<b>REVIEW/ RIGHT TO VARY:</b>	This Job Description and Person Specification is as currently applies and will be reviewed regularly and may be subject to change.
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<b>SIGN OFF</b>			
<b>LINE MANAGER:</b>		<b>DATE:</b>	
<b>POST HOLDER:</b>		<b>DATE:</b>	